

Linguistic Services Service Standard

HRSA Definition: Linguistic Services provide interpretation and translation services, both oral and written, to eligible clients. These services must be provided by a qualified linguistic services provider as a component of HIV service delivery between the healthcare provider and the client. These services are to be provided when such services are necessary to facilitate communication between the provider and client and/or support delivery of RWHAP-eligible services.

Limitations: Services may only be provided by a qualified linguistic, both oral and written, provider.

Services: Services provided must comply with the National Standards for Culturally and Linguistically Appropriate Services (CLAS).

DSHS Program Guidance: These standards ensure that language is not barrier to any client seeking HIV-related medical care and support; and linguistic services are provided in a culturally appropriate manner.

Services are intended to be inclusive of all cultures and sub-cultures and not limited to any particular population group or sets of groups. They are especially designed to assure that the needs of racial, ethnic, and linguistic populations severely impacted by the HIV epidemic receive quality, unbiased services.

Service Standard and Performance Measure

The following Standards and Performance Measures are guides to improving healthcare outcomes for PLWH throughout the State of Texas within the Ryan White Part B and State Services Program.

Standard	Performance Measure
<p>Provision of Services: Client files will have documented evidence in the client assessment of need of linguistic services for interpretation/translation needs in order to communicate with the healthcare provider and/or receive appropriate services.</p> <p>Agencies shall provide translation/interpretation services for the date of scheduled appointment per request submitted and will document the type of linguistic service provided in the client's primary record.</p>	<p>Percentage of clients with documented evidence of need of linguistic services as indicated in the client's assessment.</p> <p>Percentage of client files with documented evidence of interpretive/translation services provided for the date of service requested.</p>

References

HRSA/HAB Division of Metropolitan HIV/AIDS Programs Program Monitoring Standards – Part A April 2013, p. 37-38.

HRSA/HAB Division of State HIV/AIDS Programs National Monitoring Standards – Program Part B April, 2013, p. 37-38.

Title VI of the Civil Rights Act of 1964 with respect to individuals with limited English proficiency (LEP). Located at:
<http://www.hhs.gov/ocr/civilrights/resources/laws/summaryguidance.html>

HRSA/HAB Ryan White & Global HIV/AIDS Programs, Program & Grants Management, Policy Notices and Program Letters, Policy Change Notice 16-02, <https://hab.hrsa.gov/program-grants-management/policy-notices-and-program-letters>.